

# Rate Review Process: Preliminary Year Two Home and Community Based Services (HCBS) Waivers Access Data

## Introduction

This document contains preliminary, access-related, metric data results for HCBS Waivers under review in year two of the rate review process. Information in this document is preliminary and subject to change. The Department will conduct further analysis leading up to the publication of the 2017 Medicaid Provider Rate Review Analysis Report (2017 Analysis Report) on May 1<sup>st</sup>. It is important to note that the information in this document is not a measurement of whether access is sufficient. Rather, this information guides the Department in conducting further investigation and analysis.

HCBS Waivers under review are:

- Elderly, Blind, and Disabled (EBD) Waiver (pp.3-4);
- Community Mental Health Supports (CMHS) Waiver (pp.4-6);
- Persons with Brain Injury (BI) Waiver (pp.6-7);
- Persons with Spinal Cord Injury (SCI) Waiver (pp.8-9);
- Children’s HCBS (CHCBS) Waiver (p.9);
- Children with Autism (CWA) Waiver (p.10);
- Children with Life-Limiting Illness (CLLI) Waiver (pp.10-11);
- Persons with Developmental Disabilities (DD) Waiver (pp.11-13);
- Supported Living Services (SLS) Waiver (pp.13-15);
- Children’s Extensive Supports (CES) Waiver (pp.15-17); and
- Children’s Habilitative Residential Program (CHRP) Waiver (p.17).

This document also contains information for Targeted Case Management (p. 17). Targeted Case Management is a State Plan service, not a waiver service.

Analysis is based on claims data from FY 2014-15 and FY 2015-16 (July 1, 2014 through June 30, 2016). Five access-related metrics are included in this document:

- Client Count – the number of clients utilizing a service;
- Provider Count – the number of providers who billed for a service;
- Units per Client – the average number of units clients utilized each year;
- Units per Provider – the average number of units providers provided each year; and
- Clients per provider – the average number of clients providers billed for in a year.

This document is organized by waiver; with the above metrics provided for each service within that Waiver. Metrics include results from FY 2014-15; results from FY 2015-16; and year over year percent changes (YoY% Change). To protect private health information, some information simply says “PHI” and does not provide data. Where possible, trends are identified in the YoY% Change column.

The Department will provide an example of the access analysis it plans to conduct during the March 17<sup>th</sup> Medicaid Provider Rate Review Advisory Committee (MPRRAC) meeting (found on slides 33-40 of the

**Notice: All figures in the document are preliminary and subject to change.**

March 17<sup>th</sup> MPRRAC PowerPoint Presentation). Access analyses provided in the 2017 Analysis Report will also be informed by stakeholder feedback.

The order in which waiver services are presented within this document will be different than in the 2017 Analysis Report. For example, in this document CMHS Waiver, EBD Waiver, and SCI Waiver sections all contain a Homemaker waiver services subsection. In the 2017 Analysis Report, there will be a Homemaker waiver service section, with subsections containing information for the CMHS Waiver, the EBD Waiver, and the SCI Waiver. Information will be presented this way to support the development of actionable recommendations.

DRAFT

**Notice: All figures in the document are preliminary and subject to change.**

## EBD Waiver Services - Access Analysis Metrics

Waiver Service: Adult Day

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	2,417.00	2,513.00	3.97%
<b>Provider Count</b>	71.00	71.00	0.00%
<b>Units per Client</b>	214.51	214.47	-0.02%
<b>Units per Provider</b>	7,302.30	7,591.13	3.96%
<b>Average Clients per Provider</b>	34.04	35.39	3.97%

Waiver Service: Alternative Care Facility

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	3,323.00	3,202.00	-3.64%
<b>Provider Count</b>	299.00	301.00	0.67%
<b>Units per Client</b>	245.53	249.83	1.75%
<b>Units per Provider</b>	2,728.79	2,657.65	-2.61%
<b>Average Clients per Provider</b>	11.11	10.64	-4.28%

Waiver Service: Health Maintenance (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	898.00	1,303.00	45.10%
<b>Provider Count</b>	25.00	34.00	36.00%
<b>Units per Client</b>	3,330.43	2,919.06	-12.35%
<b>Units per Provider</b>	119,629.08	111,868.56	-6.49%
<b>Average Clients per Provider</b>	35.92	38.32	6.69%

Waiver Service: Homemaker

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	6,522.00	6,797.00	4.22%
<b>Provider Count</b>	219.00	231.00	5.48%
<b>Units per Client</b>	722.54	736.77	1.97%
<b>Units per Provider</b>	21,517.90	21,678.77	0.75%
<b>Average Clients per Provider</b>	29.78	29.42	-1.20%

Waiver Service: Homemaker (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	289.00	421.00	45.67%
<b>Provider Count</b>	42.00	49.00	16.67%
<b>Units per Client</b>	873.40	933.39	6.87%
<b>Units per Provider</b>	6,009.81	8,019.57	33.44%
<b>Average Clients per Provider</b>	6.88	8.59	24.86%

Waiver Service: Non-medical transportation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	2,755.00	2,855.00	3.63%
<b>Provider Count</b>	88.00	80.00	-9.09%
<b>Units per Client</b>	172.92	173.01	0.06%
<b>Units per Provider</b>	5,413.50	6,174.46	14.06%
<b>Average Clients per Provider</b>	31.31	35.69	13.99%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Personal Care

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	11,667.00	12,016.00	2.99%
<b>Provider Count</b>	227.00	241.00	6.17%
<b>Units per Client</b>	2,229.78	2,229.13	-0.03%
<b>Units per Provider</b>	114,603.04	111,142.02	-3.02%
<b>Average Clients per Provider</b>	51.40	49.86	-2.99%

Waiver Service: Personal care (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	559.00	918.00	64.22%
<b>Provider Count</b>	46.00	53.00	15.22%
<b>Units per Client</b>	1,192.28	1,208.31	1.34%
<b>Units per Provider</b>	14,488.76	20,928.79	44.45%
<b>Average Clients per Provider</b>	12.15	17.32	42.53%

Waiver Service: Respite (Alternative Care Facility)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	46.00	51.00	10.87%
<b>Provider Count</b>	24.00	23.00	-4.17%
<b>Units per Client</b>	22.07	21.75	-1.45%
<b>Units per Provider</b>	42.29	48.22	14.01%
<b>Average Clients per Provider</b>	113.00	105.00	-7.08%

Waiver Service: Respite (In Home)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	60.00	76.00	26.67%
<b>Provider Count</b>	34.00	46.00	35.29%
<b>Units per Client</b>	153.02	287.51	87.90%
<b>Units per Provider</b>	270.03	475.02	75.91%
<b>Average Clients per Provider</b>	99.00	115.00	16.16%

Waiver Service: Respite (Nursing Facility)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	309.00	337.00	9.06%
<b>Provider Count</b>	86.00	83.00	-3.49%
<b>Units per Client</b>	16.63	16.86	1.34%
<b>Units per Provider</b>	59.77	68.45	14.52%
<b>Average Clients per Provider</b>	598.00	582.00	-2.68%

**CMHS Waiver Services - Access Analysis Metrics**

Waiver Service: Adult Day

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	128.00	121.00	-5.47%
<b>Provider Count</b>	44.00	45.00	2.27%
<b>Units per Client</b>	171.88	174.90	1.76%
<b>Units per Provider</b>	500.02	470.29	-5.95%
<b>Average Clients per Provider</b>	2.91	2.69	-7.57%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Alternative Care Facility

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	1,574.00	1,645.00	4.51%
<b>Provider Count</b>	193.00	207.00	7.25%
<b>Units per Client</b>	284.83	279.38	-1.91%
<b>Units per Provider</b>	2,322.88	2,220.18	-4.42%
<b>Average Clients per Provider</b>	8.16	7.95	-2.56%

Waiver Service: Health Maintenance (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	237.00	285.00	20.25%
<b>Provider Count</b>	12.00	15.00	25.00%
<b>Units per Client</b>	5,951.95	5,697.40	-4.28%
<b>Units per Provider</b>	117,551.00	108,250.67	-7.91%
<b>Average Clients per Provider</b>	19.75	19.00	-3.80%

Waiver Service: Homemaker

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	942.00	1,004.00	6.58%
<b>Provider Count</b>	173.00	165.00	-4.62%
<b>Units per Client</b>	698.39	682.12	-2.33%
<b>Units per Provider</b>	3,802.79	4,150.58	9.15%
<b>Average Clients per Provider</b>	5.45	6.08	11.75%

Waiver Service: Non-medical transportation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	367.00	296.00	-19.35%
<b>Provider Count</b>	56.00	54.00	-3.57%
<b>Units per Client</b>	92.07	110.63	20.15%
<b>Units per Provider</b>	603.39	606.39	0.50%
<b>Average Clients per Provider</b>	6.55	5.48	-16.36%

Waiver Service: Personal Care

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	782.00	827.00	5.75%
<b>Provider Count</b>	163.00	185.00	13.50%
<b>Units per Client</b>	1,669.47	1,636.92	-1.95%
<b>Units per Provider</b>	8,009.34	7,317.48	-8.64%
<b>Average Clients per Provider</b>	4.80	4.47	-6.82%

Waiver Service: Respite (Alternative Care Facility)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Increase
<b>Provider Count</b>	12.00	13.00	8.33%
<b>Units per Client</b>	PHI	PHI	Constant
<b>Units per Provider</b>	27.25	35.85	31.55%
<b>Average Clients per Provider</b>	PHI	PHI	Increase

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Respite (Nursing Facility)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Constant
<b>Provider Count</b>	8.00	9.00	12.50%
<b>Units per Client</b>	PHI	PHI	Decrease
<b>Units per Provider</b>	20.50	15.56	-24.12%
<b>Average Clients per Provider</b>	PHI	PHI	Increase

**BI Waiver - Access Analysis Metrics**

Waiver Service: Adult Day

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	34.00	42.00	23.53%
<b>Provider Count</b>	7.00	9.00	28.57%
<b>Units per Client</b>	90.26	90.31	0.05%
<b>Units per Provider</b>	438.43	421.44	-3.87%
<b>Average Clients per Provider</b>	4.86	4.67	-3.92%

Waiver Service: Behavioral Services

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	51.00	54.00	5.56%
<b>Provider Count</b>	2.00	3.00	33.33%
<b>Units per Client</b>	85.39	93.61	8.78%
<b>Units per Provider</b>	2,177.50	1,685.00	-29.23%
<b>Average Clients per Provider</b>	25.50	18.00	-41.67%

Waiver Service: Day Treatment

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	46.00	47.00	2.13%
<b>Provider Count</b>	1.00	1.00	0.00%
<b>Units per Client</b>	150.17	144.72	-3.77%
<b>Units per Provider</b>	6,908.00	6,802.00	-1.56%
<b>Average Clients per Provider</b>	46.00	47.00	2.13%

Waiver Service: Independent Living Skills Training (ILST)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	138.00	131.00	-5.34%
<b>Provider Count</b>	6.00	7.00	14.29%
<b>Units per Client</b>	486.24	529.38	8.15%
<b>Units per Provider</b>	11,183.50	9,907.00	-12.88%
<b>Average Clients per Provider</b>	23.00	18.71	-22.90%

Waiver Service: Non-medical transportation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	32.00	40.00	25.00%
<b>Provider Count</b>	12.00	13.00	8.33%
<b>Units per Client</b>	161.94	170.50	5.29%
<b>Units per Provider</b>	431.83	524.62	21.49%
<b>Average Clients per Provider</b>	2.67	3.08	15.38%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Personal Care

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	79.00	87.00	10.13%
<b>Provider Count</b>	46.00	53.00	15.22%
<b>Units per Client</b>	1,815.19	1,781.53	-1.85%
<b>Units per Provider</b>	3,117.39	2,924.40	-6.19%
<b>Average Clients per Provider</b>	1.72	1.64	-4.42%

Waiver Service: Respite (In Home)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Decrease
<b>Provider Count</b>	7.00	4.00	-42.86%
<b>Units per Client</b>	PHI	PHI	Decrease
<b>Units per Provider</b>	1,996.00	1,622.50	-18.71%
<b>Average Clients per Provider</b>	PHI	PHI	Decrease

Waiver Service: Respite (Nursing Facility)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Constant
<b>Provider Count</b>	3.00	3.00	0.00%
<b>Units per Client</b>	PHI	PHI	Increase
<b>Units per Provider</b>	14.67	21.33	45.45%
<b>Average Clients per Provider</b>	PHI	PHI	Increase

Waiver Service: Substance Abuse Counseling - Group

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Constant
<b>Provider Count</b>	1.00	1.00	0.00%
<b>Units per Client</b>	PHI	PHI	Decrease
<b>Units per Provider</b>	216.00	138.00	-56.52%
<b>Average Clients per Provider</b>	PHI	PHI	Constant

Waiver Service: Supported Living Program

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	164.00	168.00	2.38%
<b>Provider Count</b>	7.00	10.00	30.00%
<b>Units per Client</b>	299.97	317.46	5.51%
<b>Units per Provider</b>	7,027.86	5,333.30	-31.77%
<b>Average Clients per Provider</b>	23.43	16.80	-39.46%

Waiver Service: Transitional Living Program

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	PHI
<b>Provider Count</b>	PHI	PHI	PHI
<b>Units per Client</b>	PHI	PHI	PHI
<b>Units per Provider</b>	PHI	PHI	PHI
<b>Average Clients per Provider</b>	PHI	PHI	PHI

Notice: All figures in the document are preliminary and subject to change.

## SCI Waiver Services - Access Analysis Metrics

Waiver Service: Acupuncture

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	43.00	32.00	-34.38%
Provider Count	2.00	1.00	-100.00%
Units per Client	48.40	69.81	30.68%
Units per Provider	1,040.50	2,234.00	53.42%
Average Clients per Provider	21.50	32.00	32.81%

Waiver Service: Chiropractic

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	PHI	Decrease
Provider Count	2.00	1.00	-100.00%
Units per Client	PHI	PHI	Increase
Units per Provider	274.00	1,016.00	73.03%
Average Clients per Provider	PHI	PHI	Increase

Waiver Service: Health Maintenance (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	PHI	Increase
Provider Count	4.00	3.00	-25.00%
Units per Client	PHI	PHI	Increase
Units per Provider	4,626.00	8,998.33	94.52%
Average Clients per Provider	PHI	PHI	Increase

Waiver Service: Homemaker

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	PHI	Decrease
Provider Count	15.00	14.00	-6.67%
Units per Client	PHI	PHI	Increase
Units per Provider	2,100.73	2,162.29	2.93%
Average Clients per Provider	PHI	PHI	Constant

Waiver Service: Homemaker (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	---	---
Provider Count	1.00	---	---
Units per Client	PHI	---	---
Units per Provider	210.00	---	---
Average Clients per Provider	PHI	---	---

Waiver Service: Massage

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	42.00	31.00	-35.48%
Provider Count	2.00	1.00	-100.00%
Units per Client	58.38	91.48	36.18%
Units per Provider	1,226.00	2,836.00	56.77%
Average Clients per Provider	21.00	31.00	32.26%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Non-medical transportation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	---	---
<b>Provider Count</b>	2.00	---	---
<b>Units per Client</b>	PHI	---	---
<b>Units per Provider</b>	32.00	---	---
<b>Average Clients per Provider</b>	PHI	---	---

Waiver Service: Personal Care

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Increase
<b>Provider Count</b>	10.00	13.00	30.00%
<b>Units per Client</b>	PHI	PHI	Increase
<b>Units per Provider</b>	1,904.00	1,780.54	-6.48%
<b>Average Clients per Provider</b>	PHI	PHI	Constant

Waiver Service: Personal care (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Decrease
<b>Provider Count</b>	2.00	1.00	-50.00%
<b>Units per Client</b>	PHI	PHI	Increase
<b>Units per Provider</b>	362.00	3,434.00	848.62%
<b>Average Clients per Provider</b>	PHI	PHI	Constant

Waiver Service: Respite (In Home)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Constant
<b>Provider Count</b>	1.00	2.00	100.00%
<b>Units per Client</b>	PHI	PHI	Increase
<b>Units per Provider</b>	27.00	398.00	1374.07%
<b>Average Clients per Provider</b>	PHI	PHI	Increase

**CHCBS Waiver Services - Access Analysis Metrics**

Waiver Service: Case Management

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	1,250.00	1,448.00	15.84%
<b>Provider Count</b>	26.00	24.00	-7.69%
<b>Units per Client</b>	76.91	85.07	10.61%
<b>Units per Provider</b>	3,697.58	5,132.67	38.81%
<b>Average Clients per Provider</b>	48.08	60.33	25.49%

Waiver Service: Health Maintenance (In-Home Support Services delivery model only)

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	237.00	285.00	20.25%
<b>Provider Count</b>	12.00	15.00	25.00%
<b>Units per Client</b>	5,951.95	5,697.40	-4.28%
<b>Units per Provider</b>	117,551.00	108,250.67	-7.91%
<b>Average Clients per Provider</b>	19.75	19.00	-3.80%

Notice: All figures in the document are preliminary and subject to change.

## CWA Waiver Services - Access Analysis Metrics

Waiver Service: Behavioral Services

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	85.00	64.00	-24.71%
Provider Count	20.00	25.00	25.00%
Units per Client	489.56	472.33	-3.52%
Units per Provider	2,080.65	1,209.16	-41.89%
Average Clients per Provider	4.25	2.56	-39.76%

Waiver Service: Initial/Ongoing Treatment Evaluation

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	PHI	Decrease
Provider Count	6.00	11.00	83.33%
Units per Client	PHI	PHI	Decrease
Units per Provider	7.67	2.00	-73.91%
Average Clients per Provider	PHI	PHI	Decrease

Waiver Service: Post Service Evaluation

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	PHI	Decrease
Provider Count	8.00	1.00	-87.50%
Units per Client	PHI	PHI	Constant
Units per Provider	1.38	1.00	-27.27%
Average Clients per Provider	PHI	PHI	Constant

## CLLI Waiver Services - Access Analysis Metrics

Waiver Service: Art, Play, and Music Therapy

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	111.00	126.00	13.51%
Provider Count	5.00	5.00	0.00%
Units per Client	56.66	73.98	30.57%
Units per Provider	1,257.80	1,864.20	48.21%
Average Clients per Provider	22.20	25.20	13.51%

Waiver Service: Bereavement Counseling

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	72.00	41.00	-43.06%
Provider Count	2.00	3.00	50.00%
Units per Client	1.00	1.00	0.00%
Units per Provider	36.00	13.67	-62.04%
Average Clients per Provider	36.00	13.67	-62.04%

Waiver Service: Care Coordination

Metric	FY 2014-15	FY 2015-16	YoY% Change
Client Count	PHI	PHI	Decrease
Provider Count	3.00	3.00	0.00%
Units per Client	PHI	PHI	Increase
Units per Provider	71.67	147.67	106.05%
Average Clients per Provider	PHI	PHI	Decrease

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: End of Life Support

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	90.00	114.00	26.67%
<b>Provider Count</b>	5.00	4.00	-20.00%
<b>Units per Client</b>	85.12	95.60	12.30%
<b>Units per Provider</b>	1,532.20	2,724.50	77.82%
<b>Average Clients per Provider</b>	18.00	28.50	58.33%

Waiver Service: Massage

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	71.00	93.00	30.99%
<b>Provider Count</b>	1.00	1.00	0.00%
<b>Units per Client</b>	36.62	52.88	44.41%
<b>Units per Provider</b>	2,600.00	4,918.00	89.15%
<b>Average Clients per Provider</b>	71.00	93.00	30.99%

Waiver Service: Pain and Symptom Management

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Constant
<b>Provider Count</b>	1.00	1.00	0.00%
<b>Units per Client</b>	PHI	PHI	Increase
<b>Units per Provider</b>	119.00	132.00	10.92%
<b>Average Clients per Provider</b>	PHI	PHI	Constant

Waiver Service: Respite

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	56.00	50.00	-10.71%
<b>Provider Count</b>	4.00	4.00	0.00%
<b>Units per Client</b>	38.36	82.58	115.29%
<b>Units per Provider</b>	537.00	1,032.25	92.23%
<b>Average Clients per Provider</b>	14.00	12.50	-10.71%

**DD Waiver Services - Access Analysis Metrics**

Waiver Service: Behavioral Plan Assessment

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	746.00	941.00	26.14%
<b>Provider Count</b>	41.00	53.00	29.27%
<b>Units per Client</b>	26.90	26.86	-0.14%
<b>Units per Provider</b>	489.37	476.85	-2.56%
<b>Average Clients per Provider</b>	18.20	17.75	-2.42%

Waiver Service: Behavioral Services

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	1,732.00	1,923.00	11.03%
<b>Provider Count</b>	65.00	75.00	15.38%
<b>Units per Client</b>	118.37	122.16	3.20%
<b>Units per Provider</b>	3,154.17	3,132.11	-0.70%
<b>Average Clients per Provider</b>	26.65	25.64	-3.78%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Day Habilitation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	4,221.00	4,436.00	5.09%
<b>Provider Count</b>	138.00	153.00	10.87%
<b>Units per Client</b>	3,149.19	3,123.36	-0.82%
<b>Units per Provider</b>	96,324.27	90,556.93	-5.99%
<b>Average Clients per Provider</b>	30.59	28.99	-5.21%

Waiver Service: Job Coaching

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	1,338.00	1,428.00	6.73%
<b>Provider Count</b>	67.00	74.00	10.45%
<b>Units per Client</b>	1,639.60	1,640.98	0.08%
<b>Units per Provider</b>	32,742.97	31,666.43	-3.29%
<b>Average Clients per Provider</b>	19.97	19.30	-3.37%

Waiver Service: Job Development

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	90.00	PHI	Decrease
<b>Provider Count</b>	27.00	14.00	-48.15%
<b>Units per Client</b>	PHI	PHI	Increase
<b>Units per Provider</b>	339.67	228.57	-32.71%
<b>Average Clients per Provider</b>	3.33	PHI	Decrease

Waiver Service: Job Placement

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	---	---
<b>Provider Count</b>	3.00	---	---
<b>Units per Client</b>	107.83	---	---
<b>Units per Provider</b>	215.67	---	---
<b>Average Clients per Provider</b>	PHI	---	---

Waiver Service: Non-Medical Transportation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	3,985.00	4,157.00	4.32%
<b>Provider Count</b>	142.00	158.00	11.27%
<b>Units per Client</b>	319.00	313.29	-1.79%
<b>Units per Provider</b>	8,952.34	8,242.63	-7.93%
<b>Average Clients per Provider</b>	28.06	26.31	-6.25%

Waiver Service: Prevocational Services Support

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	536.00	472.00	-11.94%
<b>Provider Count</b>	22.00	19.00	-13.64%
<b>Units per Client</b>	2,257.06	2,073.43	-8.14%
<b>Units per Provider</b>	54,990.14	51,508.26	-6.33%
<b>Average Clients per Provider</b>	24.36	24.84	1.96%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Residential Habilitation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	4,895.00	5,142.00	5.05%
<b>Provider Count</b>	145.00	145.00	0.00%
<b>Units per Client</b>	339.60	337.55	-0.60%
<b>Units per Provider</b>	11,464.43	11,970.32	4.41%
<b>Average Clients per Provider</b>	33.76	35.46	5.05%

**SLS Waiver Services - Access Analysis Metrics**

Waiver Service: Behavioral Plan Assessment

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	81.00	161.00	98.77%
<b>Provider Count</b>	21.00	32.00	52.38%
<b>Units per Client</b>	28.46	27.66	-2.81%
<b>Units per Provider</b>	109.76	139.16	26.78%
<b>Average Clients per Provider</b>	3.86	5.03	30.44%

Waiver Service: Behavioral Services

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	323.00	461.00	42.72%
<b>Provider Count</b>	52.00	59.00	13.46%
<b>Units per Client</b>	103.50	105.74	2.16%
<b>Units per Provider</b>	642.90	826.17	28.51%
<b>Average Clients per Provider</b>	6.21	7.81	25.79%

Waiver Service: Day Habilitation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	3,232.00	3,605.00	11.54%
<b>Provider Count</b>	138.00	153.00	10.87%
<b>Units per Client</b>	1,878.20	2,004.81	6.74%
<b>Units per Provider</b>	43,987.93	47,237.42	7.39%
<b>Average Clients per Provider</b>	23.42	23.56	0.61%

Waiver Service: Hippotherapy

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	55.00	59.00	7.27%
<b>Provider Count</b>	14.00	13.00	-7.14%
<b>Units per Client</b>	74.20	86.12	16.06%
<b>Units per Provider</b>	291.50	390.85	34.08%
<b>Average Clients per Provider</b>	3.93	4.54	15.52%

Waiver Service: Homemaker – Basic

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	520.00	580.00	11.54%
<b>Provider Count</b>	57.00	72.00	26.32%
<b>Units per Client</b>	518.29	620.98	19.81%
<b>Units per Provider</b>	4,728.25	5,002.31	5.80%
<b>Average Clients per Provider</b>	9.12	8.06	-11.70%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Homemaker – Enhanced

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	748.00	881.00	17.78%
<b>Provider Count</b>	65.00	81.00	24.62%
<b>Units per Client</b>	275.84	296.48	7.48%
<b>Units per Provider</b>	3,174.34	3,224.65	1.59%
<b>Average Clients per Provider</b>	11.51	10.88	-5.48%

Waiver Service: Job Coaching

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	826.00	933.00	12.95%
<b>Provider Count</b>	62.00	66.00	6.45%
<b>Units per Client</b>	837.79	835.44	-0.28%
<b>Units per Provider</b>	11,161.52	11,810.11	5.81%
<b>Average Clients per Provider</b>	13.32	14.14	6.11%

Waiver Service: Job Development

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	75.00	PHI	Decrease
<b>Provider Count</b>	25.00	11.00	-56.00%
<b>Units per Client</b>	64.84	PHI	Increase
<b>Units per Provider</b>	194.52	182.82	-6.02%
<b>Average Clients per Provider</b>	3.00	PHI	Decrease

Waiver Service: Job Placement

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	---	---
<b>Provider Count</b>	3.00	---	---
<b>Units per Client</b>	315.00	---	---
<b>Units per Provider</b>	420.00	---	---
<b>Average Clients per Provider</b>	PHI	---	---

Waiver Service: Massage

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	122.00	135.00	10.66%
<b>Provider Count</b>	16.00	21.00	31.25%
<b>Units per Client</b>	158.33	156.41	-1.21%
<b>Units per Provider</b>	1,207.25	1,005.52	-16.71%
<b>Average Clients per Provider</b>	7.63	6.43	-15.69%

Waiver Service: Mentorship

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	1,006.00	1,150.00	14.31%
<b>Provider Count</b>	81.00	99.00	22.22%
<b>Units per Client</b>	94.83	95.93	1.16%
<b>Units per Provider</b>	1,177.74	1,114.33	-5.38%
<b>Average Clients per Provider</b>	12.42	11.62	-6.47%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Movement Therapy

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	97.00	131.00	35.05%
<b>Provider Count</b>	15.00	20.00	33.33%
<b>Units per Client</b>	150.00	154.54	3.03%
<b>Units per Provider</b>	970.00	1,012.25	4.36%
<b>Average Clients per Provider</b>	6.47	6.55	1.29%

Waiver Service: Non-Medical Transportation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	2,632.00	3,010.00	14.36%
<b>Provider Count</b>	126.00	140.00	11.11%
<b>Units per Client</b>	199.39	205.29	2.96%
<b>Units per Provider</b>	4,165.06	4,413.74	5.97%
<b>Average Clients per Provider</b>	20.89	21.50	2.93%

Waiver Service: Personal Care

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	1,581.00	1,771.00	12.02%
<b>Provider Count</b>	86.00	98.00	13.95%
<b>Units per Client</b>	528.30	576.23	9.07%
<b>Units per Provider</b>	9,712.21	10,413.26	7.22%
<b>Average Clients per Provider</b>	18.38	18.07	-1.70%

Waiver Service: Prevocational Services Support

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	305.00	320.00	4.92%
<b>Provider Count</b>	19.00	20.00	5.26%
<b>Units per Client</b>	1,759.97	1,730.29	-1.69%
<b>Units per Provider</b>	28,252.16	27,684.65	-2.01%
<b>Average Clients per Provider</b>	16.05	16.00	-0.33%

Waiver Service: Respite

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	976.00	1,135.00	16.29%
<b>Provider Count</b>	98.00	107.00	9.18%
<b>Units per Client</b>	828.22	812.08	-1.95%
<b>Units per Provider</b>	8,248.41	8,614.14	4.43%
<b>Average Clients per Provider</b>	9.96	10.61	6.51%

**CES Waiver Services - Access Analysis Metrics**

Waiver Service: Behavioral Plan Assessment

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	270.00	406.00	50.37%
<b>Provider Count</b>	36.00	45.00	25.00%
<b>Units per Client</b>	31.69	31.28	-1.29%
<b>Units per Provider</b>	237.67	282.22	18.75%
<b>Average Clients per Provider</b>	7.50	9.02	20.30%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Behavioral Services

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	588.00	820.00	39.46%
<b>Provider Count</b>	58.00	64.00	10.34%
<b>Units per Client</b>	682.48	703.25	3.04%
<b>Units per Provider</b>	6,918.93	9,010.44	30.23%
<b>Average Clients per Provider</b>	10.14	12.81	26.38%

Waiver Service: Community Connector

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	333.00	471.00	41.44%
<b>Provider Count</b>	50.00	61.00	22.00%
<b>Units per Client</b>	552.50	562.85	1.87%
<b>Units per Provider</b>	3,679.62	4,345.90	18.11%
<b>Average Clients per Provider</b>	6.66	7.72	15.94%

Waiver Service: Hippotherapy

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	168.00	192.00	14.29%
<b>Provider Count</b>	13.00	15.00	15.38%
<b>Units per Client</b>	60.23	69.62	15.59%
<b>Units per Provider</b>	778.38	891.13	14.48%
<b>Average Clients per Provider</b>	12.92	12.80	-0.95%

Waiver Service: Homemaker – Basic

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	194.00	265.00	36.60%
<b>Provider Count</b>	29.00	41.00	41.38%
<b>Units per Client</b>	491.48	501.77	2.09%
<b>Units per Provider</b>	3,287.83	3,243.17	-1.36%
<b>Average Clients per Provider</b>	6.69	6.46	-3.38%

Waiver Service: Homemaker – Enhanced

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	217.00	270.00	24.42%
<b>Provider Count</b>	23.00	28.00	21.74%
<b>Units per Client</b>	415.20	413.76	-0.35%
<b>Units per Provider</b>	3,917.35	3,989.86	1.85%
<b>Average Clients per Provider</b>	9.43	9.64	2.21%

Waiver Service: Massage

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	222.00	343.00	54.50%
<b>Provider Count</b>	16.00	20.00	25.00%
<b>Units per Client</b>	114.52	116.59	1.81%
<b>Units per Provider</b>	1,588.94	1,999.55	25.84%
<b>Average Clients per Provider</b>	13.88	17.15	23.60%

**Notice: All figures in the document are preliminary and subject to change.**

Waiver Service: Movement Therapy

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	345.00	561.00	62.61%
<b>Provider Count</b>	18.00	21.00	16.67%
<b>Units per Client</b>	117.58	115.76	-1.54%
<b>Units per Provider</b>	2,253.56	3,092.57	37.23%
<b>Average Clients per Provider</b>	19.17	26.71	39.38%

Waiver Service: Personal Care

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	40.00	36.00	-10.00%
<b>Provider Count</b>	20.00	18.00	-10.00%
<b>Units per Client</b>	727.73	861.42	18.37%
<b>Units per Provider</b>	1,455.45	1,722.83	18.37%
<b>Average Clients per Provider</b>	2.00	2.00	0.00%

Waiver Service: Respite

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	710.00	938.00	32.11%
<b>Provider Count</b>	70.00	69.00	-1.43%
<b>Units per Client</b>	1,012.62	1,009.36	-0.32%
<b>Units per Provider</b>	10,270.90	13,721.43	33.60%
<b>Average Clients per Provider</b>	10.14	13.59	34.03%

**CHRP Waiver Services - Access Analysis Metrics**

Waiver Service: Behavioral Services

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	PHI	PHI	Increase
<b>Provider Count</b>	4.00	3.00	-25.00%
<b>Units per Client</b>	PHI	PHI	Decrease
<b>Units per Provider</b>	432.25	726.00	67.96%
<b>Average Clients per Provider</b>	PHI	PHI	Increase

Waiver Service: Habilitation

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	71.00	53.00	-25.35%
<b>Provider Count</b>	21.00	19.00	-9.52%
<b>Units per Client</b>	264.48	253.77	-4.05%
<b>Units per Provider</b>	894.19	707.89	-20.83%
<b>Average Clients per Provider</b>	3.38	2.79	-17.49%

**Targeted Case Management**

Metric	FY 2014-15	FY 2015-16	YoY% Change
<b>Client Count</b>	10,680.00	11,666.00	9.23%
<b>Provider Count</b>	20.00	20.00	0.00%
<b>Units per Client</b>	126.18	126.47	0.25%
<b>Units per Provider</b>	67,377.95	73,770.65	9.49%
<b>Average Clients per Provider</b>	534.00	583.30	9.23%